



Department of Managed Health Care

JOB OPPORTUNITY

GRAY DAVIS, Governor

MARIA CONTRERAS-SWEET, Agency Secretary

Release Date: March 2, 2001

CLASSIFICATION: Consumer Services Representative (6 Positions – Permanent, Full Time)

FINAL FILE DATE: Open Until Filled

SALARY: \$3040 - \$3694 per month

LOCATION: HMO Help Center (7667 Folsom Blvd., Sacramento, CA 95828)

DUTIES AND RESPONSIBILITIES:

Under the general direction of the Consumer Services Supervisor, the incumbent is responsible for reviewing and responding to complaints from Health Plan subscribers and enrollees. In addition, facilitates the resolution of complaints filled with the Department by subscribers and enrollees. Maintains a database of complaint activity, accountability, documents of evidence, and prepares related reports. Attends meetings, training, seminars, travel, and perform other job-related duties as required. Acts as lead for the unit on a rotational basis with other Consumer Services Representatives when the unit supervisor is unavailable. Based on operational needs, may take calls on the agency 800 line and process calls according to office procedures.

DESIRABLE QUALIFICATIONS:

- ✓ Ability to work independently with minimal supervision.
- ✓ Excellent Communication skills; both orally and in writing.
- ✓ Problem solving and analytical skills.
- ✓ Ability to use good judgment in following established procedures.
- ✓ Ability to adjust to shifting priorities and meet stated deadlines.
- ✓ Ability to provide good customer service.
- ✓ Excellent attendance and dependability.
- ✓ Knowledge of, & skilled in PC' use, software, and database applications (i.e., Word, Excel, PowerPoint, and Access).
- ✓ Work in team environment.

WHO MAY APPLY: State employees, who are currently in the above classification, have list eligibility for appointment or have transfer eligibility are encouraged to apply. Appointment is subject to SROA. **ONLY THOSE BEST QUALIFIED WILL BE INTERVIEWED.** For further technical information regarding the position, please contact Shirley Jones at (916) 229-0459. **SEND A COMPLETED APPLICATION/RESUME TO THE PERSON AND ADDRESS PROVIDED BELOW** (please include your social security number for eligibility verification and indicate the RPA # 00-347 under the job title).

SUBMIT APPLICATION AND/OR RESUME TO:

Department of Managed Health Care
Attention: Shirley Jones
980 9th Street, Suite 500
Sacramento, CA 95814

California Relay Service: Voice Line: 1-800-735-2922
TDD User: 1-800-735-2929

RPA#: 00-347 [JMF]

AN EQUAL OPPORTUNITY EMPLOYER – EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, AGE, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, OR SEXUAL ORIENTATION.